

Malhotra Care Homes Limited

Addison Court

Inspection report

Wesley Grove
Crawcrook
Ryton
Tyne and Wear
NE40 4EP

Tel: 01914133333
Website: www.heathfieldcaregroup.com

Date of inspection visit:
17 August 2020
26 August 2020

Date of publication:
16 September 2020

Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	Inspected but not rated
Is the service well-led?	Inspected but not rated

Summary of findings

Overall summary

About the service

Addison Court accommodates up to 70 people with residential care and nursing needs in a purpose-built building. 54 people were using the service at the time of the inspection.

People's experience of using this service and what we found

Risks were well managed. People who had wound and skin care needs received appropriate care and treatment. Lessons had been learned following incidents and shared with staff. There were enough staff on duty to meet people's needs

Appropriate infection prevention and control procedures were in place to reduce the risk of infection and to keep people safe.

The provider and management team carried out audits to monitor the quality of the service and ensure they delivered a high standard of care. The registered manager and staff worked in partnership with other health and social care professionals to achieve positive outcomes.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection

The last rating for this service was good (published 3 January 2019).

Why we inspected

We undertook this targeted inspection to check on specific concerns we had about wound and skin care, staffing and overall governance. The overall rating for the service has not changed following this targeted inspection and remains good.

CQC have introduced targeted inspections to follow up on a Warning Notice or other specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

Inspected but not rated

Is the service well-led?

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

Inspected but not rated

Addison Court

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check on specific concerns we had about wound and skin care, staffing and overall governance. As part of CQC's response to the coronavirus pandemic we are also conducting a review of infection prevention and control measures in care homes during our inspections.

Inspection team

One inspector and a specialist advisor in nursing formed the inspection team.

Service and service type

Addison Court is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

Notice of inspection

This inspection was announced. We gave the service 24 hours' notice of the inspection. This was to ensure we could visit the service safely.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service. We also contacted Healthwatch. Healthwatch is an independent consumer champion that gathers and represents the views of the public about health and social care services in England.

The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report.

During the inspection

We spoke with the director of care, head of compliance, registered manager and two staff. We also spoke

with three family members about their experience of the care provided.

We reviewed a range of records. This included four people's care records and a variety of records relating to the management of the service, including policies and procedures.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

We have not changed the rating of this key question, as we have only looked at the part of the key question we have specific concerns about.

The purpose of this inspection was to check on specific concerns we had about wound and skin care, staffing and overall governance. We will assess all of the key question at the next comprehensive inspection of the service.

Assessing risk, safety monitoring and management; Learning lessons when things go wrong

- Risks were well managed. Staff understood potential risks and how to mitigate them. Risk assessments were regularly reviewed and up to date.
- People who had wound and skin care needs received appropriate care and treatment. Charts and assessments were appropriately completed and up to date. These included positional charts, wound assessments, and food and fluid charts.
- Appropriate referrals had been made to healthcare professionals when required.
- Lessons had been learned following incidents and shared with staff via supervisions and meetings.

Staffing and recruitment

- There were enough staff on duty to meet people's needs.
- Staff spoke positively about the training and support they received. Comments included, "We get plenty of support. If I have had any issues, I've always gone to [registered manager or head of compliance]" and "Communication [from senior management] has been very good [during the coronavirus pandemic]. There have not been any staffing issues."

Preventing and controlling infection

As part of CQC's response to the coronavirus pandemic we are conducting a review of infection prevention and control measures in care homes during our inspections.

- Appropriate infection prevention and control procedures were in place to reduce the risk of infection and to keep people safe.
- Staff had been trained in the use of personal protective equipment (PPE). PPE was readily available for staff and appropriate guidance was in place.

Is the service well-led?

Our findings

Well-Led – this means we looked for evidence that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture.

We have not changed the rating of this key question, as we have only looked at the part of the key question we have specific concerns about.

The purpose of this inspection was to check on specific concerns we had about wound and skin care, staffing and overall governance. We will assess all of the key question at the next comprehensive inspection of the service.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; Working in partnership with others

- The provider and management team carried out audits to monitor the quality of the service and ensure they delivered a high standard of care. Audits showed that where issues were identified, they had been actioned.
- Staff handover and communication records were up to date and appropriately completed.
- The registered manager and staff worked in partnership with other health and social care professionals to achieve positive outcomes. These included the local authority, GPs and clinical commissioning group.